

## **2121 - OFFICE ASSOCIATE IV**

### **NATURE OF WORK**

This is responsible administrative support work performed relative to the needs of the department and/or the person to whom assigned.

### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES**

Performs a variety of responsible general secretarial duties relative to the needs of the department and/or specific staff person to whom she/he may be assigned, including: typing, taking and transcribing dictation, filing, copying, scheduling appointments and meetings, screening telephone calls, handling incoming/outgoing mail, assisting in major typing projects as assigned.

Takes and transcribes dictation and types a variety of documents, technical and statistical reports, data for publication and other material where a knowledge of format and presentation is necessary. Answers routine correspondence for supervisor independently.

Reviews and checks records, forms and other documents for accuracy, completeness and conformance to rules and regulations.

Posts a wide assortment of information to records.

Collects information from a variety of sources and compiles data for special and periodic reports.

Acts as secretary to one or more boards or committees; arranges board and committee meetings; takes and transcribes meeting minutes.

Interviews and assists visitors.

Prepares the department or staff payroll; prepares and maintains departmental personnel records.

Operates standard office, word processing, and data entry equipment.

Sets up and supervises the maintenance of filing systems.

Supervises and trains subordinate clerical employees.

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of standard office practices, procedures, equipment and secretarial techniques.

Thorough knowledge of business English, spelling and arithmetic.

Ability to interpret and apply policies and procedures.

Ability to make difficult arithmetic calculations and to set up complex forms and statistical tables.

Ability to type, take and transcribe dictation accurately at a reasonable rate of speed.

Ability to plan and supervise the work of others.

Ability to establish and maintain effective working relationships with other employees.

Ability to work independently in the absence of specific instruction.

Ability to understand and follow written and verbal instructions.

Ability to establish and maintain effective working relationships with other employees, City officials, and the

## **2121 - OFFICE ASSOCIATE IV**

general public.

Ability to communicate effectively, both verbally and in writing, using excellent English.

Ability to greet the public effectively.

### **MINIMUM REQUIREMENTS**

Bachelor's degree in Public/Business Administration or a related field and one (1) year full-time responsible administrative experience in public or business administration, including the use of personal computers. Ability to establish and maintain effective working relationships with employees, City officials, and the general public. Additional related experience may substitute for education on a year-for-year basis.

### **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and facsimile machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, sitting, standing, pushing, or pulling.

### **SUPERVISION RECEIVED**

Specific assignments are received from an administrative superior. Work is performed in accordance with established standards, policies and procedures. Work is reviewed for compliance with departmental objectives and standards.

### **SUPERVISION EXERCISED**

Supervision may be exercised over subordinate clerical personnel.

Rev. 11/98